



CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

ISSUANCE OF CERTIFICATE OF INDIGENCY

ABOUT THE SERVICE

Certificate of Indigency is issued to less fortunate resident who desires to avail assistance such as Free Legal Assistance from Public Attorney's Office (PAO) and Integrated Bar of the Philippines (IBP), Free Assistance from Local Civil Registrar, & Medical Assistance from Philippine Red Cross (PRC) and other similar agencies.

WHO CAN AVAIL OF THE SERVICE

Any bonafide resident of Olongapo City who belongs to marginalized group of families.

REQUIREMENTS

PAO and IBP

1. Certificate of No Property from Assessor's Office
2. Barangay Certificate of Indigency

Local Civil Registrar / Medical Assistance from RED CROSS

1. Barangay Certificate of Indigency

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	PROCESSING TIME (under normal circumstance)	PERSON IN CHARGE	FEEES	FORM
1	GET a transaction number	ISSUE call number, LOG and ENDORSE to assigned Worker	2 minutes	Frontline Service Provider	None	Logbook
2	PRESENT the required documents.	EVALUATE the submitted documents	5 minutes	Social Welfare Officer / SWA Nova N. Codoy Liny Ruiz Blesila Ciervo Rosemarie Gelacio Fe Abacan		
3	PROVIDE data/information (interview)	INTAKE / INTERVIEW with the client	30 minutes	Officer In Charge		
4	WAIT for the preparation of Certificate of Indigency	PREPARATION of Certificate REVIEW & APPROVAL	30 minutes 5 minutes			
5	CLAIM of Certificate of Indigency	ISSUE/ RELEASE the Certificate of Indigency	1 minute	Social Welfare Officer / SWA		
Total time: 43 minutes (excluding waiting time)						

AVAILABILITY OF SERVICE:

MONDAY TO FRIDAY
8:00 AM to 5:00 PM
NO NOON BREAK

